



Troy Community Involvement Training

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Talking Points:

- Intro: I'm the CIC for the project as a whole, but many of you will interface more directly with the public than I will. You are the real ambassadors of Good Will for the project. Our work is very invasive, we're messing with people's homes and property. Treat them as you would like to be treated.
- Contest to rename my position/title.
- We need to be respectful and service-oriented – the property owners are our customers.
- If you encounter a difficult resident/property owner and you don't know exactly how to handle it or don't want to mess with it or you sense a potential problem down the road – back off, contact me or Catherine or Michelle – you have recourse – you may be our *de facto* ambassadors but we don't expect you to be professional diplomats.
- The Press and lawyers: the Libby Asbestos Superfund Site is an extremely high profile Site – the highest in the country. At least three books, lots of newspaper/magazine ink, two or three feature-length documentary films, network TV coverage. Criminal and civil litigation, Inspector General investigations = be careful of what you say and who you say it to. On these larger issues, we all need to speak with one voice, so once again if you're not comfortable talking with these folks – contact Catherine or me.
- Having said all that, we need to be sensitive to the fact that the Town of Troy wants to keep a low profile – residents here are more than happy to have Libby bear the brunt of the stigma attached to the Superfund site. So don't feel like it's incumbent upon you to advertise, preach about, or explain what we're doing here to non-residents in the bars, stores, etc. Refer people to Catherine or me or the EPA website.
- If you're not too burned out, attend the Town Meeting on Wednesday, if for no other reason than to hear the type of questions we get asked.